**Key Terms**

Use your class notes and Tutor2u to help you complete your Key Terms list.

This could be done in your Private Study periods. Remember that you will be tested on key terms at the end of each topic area!

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| * 1. The authority protocols | |
| Protocol |  |
| Escalation |  |
| Authorisation |  |
| Job role |  |
| Chain of command |  |
| Delegation |  |
| * 1. The confidentiality protocols | |
| Confidentiality |  |
| Organisational procedure |  |
| Manual data storage |  |
| Electronic data storage |  |
| Breaching confidentiality |  |
| Bcc |  |
| * 1. The constraints on document content | |
| Plagiarism |  |
| Ethical constraints |  |
| Organisational constraints |  |
| Code of practice |  |
| Copyright |  |
| Data protection |  |
| Consumer protection |  |
| Equal opportunities |  |
| * 1. The checking protocols | |
| Accuracy |  |
| Omissions |  |
| * 1. The IT security protocols | |
| Unauthorised access |  |
| Screen saver |  |
| * 1. The employment protocols | |
| Professional behaviour |  |
| Health and safety legislation |  |
| Equal opportunities legislation |  |
| Anti-bibery |  |
| Corruption |  |
| “Reporting in sick” |  |
| Contractual obligations |  |
| Paternity leave |  |
| Maternity leave |  |
| Punctuality |  |
| Dress code |  |
| 2.1 The factors that influence meeting arrangements | |
| Meeting criteria |  |
| Personnel availability |  |
| Venue |  |
| Catering service |  |
| Shared office space |  |
| Resource packs |  |
| Telephone conference |  |
| Video conference |  |
| Web conference |  |
| Serviced office |  |
| Cost-effective |  |
| Most timely method |  |
| 2.2 Factors that influence business travel arrangements | |
| Mode of transport |  |
| 2.3 The factors that influence business accommodation arrangements | |
| Payment arrangements |  |
| Transport links |  |
|  |  |
| 3.1 The purpose, interpretation and completion of business documents | |
| Transaction document |  |
| Purchase order |  |
| Invoice |  |
| Credit note |  |
| Statement of account |  |
| E&OE |  |
| T&C |  |
| COD |  |
| Terms 30 days |  |
| Travel expense claim form |  |
| Petty cash |  |
| Stock requisition form |  |
| IT requisition form |  |
| Reprographics requisition form |  |
| 3.2 The purpose, interpretation and completion of business documents | |
| Bank statement |  |
| Budget variance report |  |
| Favourable |  |
| Adverse |  |
| Delivery note |  |
| Good received note |  |
| Payslip |  |
| Gross pay |  |
| Net Pay |  |
| Receipt |  |
| Remittance advice |  |
| Request for repair form |  |
| 3.3 How to make payments and the advantages and disadvantages of each payment method | |
| Cheque |  |
| Credit card |  |
| Debit card |  |
| Digital payment method |  |
| Paying in slip |  |
| BACS transfer |  |
| Payer |  |
| Payee |  |
| Utility company |  |
| 3.4 The purpose, completion and checking of meeting documentation | |
| Notice of meeting |  |
| Agenda |  |
| Minutes |  |
| Delegates |  |
| Joining instructions |  |
|  |  |
|  |  |
| 4.1 The reasons for prioritising business tasks | |
| Interim deadline |  |
| Final deadline |  |
| 4.2 The factors that influence task prioritisation | |
| Originator |  |
| Interactivity |  |
| Delegation |  |
| 4.3 How to use information to inform prioritisation | |
| Interest rate |  |
| Exchange rate |  |
| Numerical data |  |
| Graphical data |  |
| Tabular data |  |
| 4.4 How to assign priorities and identify appropriate actions | |
| High priority |  |
| Medium priority |  |
| Low priority |  |
| 5.1 The characteristics which inform the design of business communications | |
| Internal audience |  |
| External audience |  |
| Specialist audience |  |
| 5.2 How the characteristics of business communications design impact on the use of resources | |
| Hard copy |  |
| Electronic copy |  |
| Consumable |  |
| Ease of distribution |  |
| 5.3 How and when to use different types of communication | |
| Formal communication |  |
| Resource efficiency |  |
| Recipient |  |
| Clarity |  |
| Promotional literature |  |
| Data collection sheet |  |
| Job description |  |
| Person specification |  |
| 5.4 How to review business communication to make sure they are fit for purpose | |
| Tone |  |
| Letterhead |  |
| Font |  |
| Corporate colours |  |